

POSTAGE  
REQUIRED



SHIBA *HelpLine*  
Statewide Health Insurance Benefits Advisors  
**LOCAL UNIT - Sponsored by:**

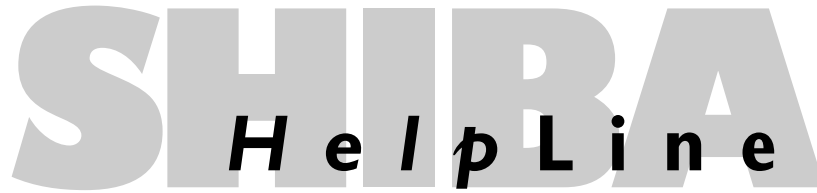
**ATTN: NEW VOLUNTEER APPLICATIONS**

**SHIBA HELPLINE VOLUNTEER**

*Orientation*

*Application*

# *All About Becoming a*



STATEWIDE  
HEALTH  
INSURANCE  
BENEFITS  
ADVISORS

# *Volunteer*



**SHIBA** (Statewide Health Insurance Benefits Advisors) **HELPLINE**

is a statewide network of trained volunteers who educate, assist, and advocate for consumers about their rights and options regarding health insurance, so consumers can make informed decisions.

SHIBA has 300-400 volunteers statewide, helping people in their communities understand, choose, and use their health insurance effectively.

Want to join us in helping consumers?  
See inside for more information and signup form.

## WHAT IS THE SHIBA HELPLINE ?

The SHIBA HelpLine is a statewide network of trained volunteers who educate, assist, and advocate for consumers about their rights and options regarding health insurance, so consumers can make informed decisions.

The program is sponsored by Washington State Insurance Commissioner Mike Kreidler. Experts from her staff train volunteers and provide ongoing guidance and support. Commissioner Kreidler and the agency support and stand behind our volunteers 100 percent.

Consumers' need for health insurance information, assistance, advocacy, and referrals increases daily. Volunteers provide free, impartial, confidential attention to those in need.

Clients are served through many channels: seminars, local community training and "clinics," one-on-one counseling, advocacy, publications, Internet, e-mail, videos, and more.

## VOLUNTEERS MAKE IT HAPPEN

SHIBA HelpLine is a satisfying volunteer opportunity for hundreds of people across Washington state. Volunteers are unquestionably the key to this program's success.

**Volunteers can choose** how they want to contribute to their communities. Advisors can be trained as "generalists" to handle a



broad range of common concerns, or "specialists" on topics like long-term care, Medicare billings, managed care, Medicaid, or employment-related benefits, etc. In addition to one-on-one advising, a volunteer can serve as public speaker, multicultural community liaison, appeals advocate, or administrative assistant. Many skills are needed to make SHIBA HelpLine a success.

## WHAT DOES IT TAKE TO BE A SHIBA HELPLINE VOLUNTEER?

Assisting people with health insurance is a very rewarding, but also serious and rigorous endeavor. Active SHIBA HelpLine volunteers:

- complete 30 hours of basic training, and attend regular update training and special in-depth sessions
- are mentored by experienced volunteers
- must maintain 85 percent attendance at update trainings
- *cannot* be affiliated with (i.e., employed by, or in a position to sell) any insurance company, agency, product or service
- make a minimum one-year commitment
- assure confidentiality to clients
- complete required paperwork on ongoing basis

Volunteers also typically have an interest in insurance and/or health issues; compassion and a desire to contribute to their communities and the lives of others; and good communication skills.

## BACKGROUND ON SHIBA HELPLINE

Operating since 1979, this landmark public service has 400 volunteers statewide working through about 25 "units" (local "hubs" for community access to the service). The first of its kind in the nation, SHIBA HelpLine has been the model for other states setting up similar programs.

Already serving 150,000 Washington consumers (and saving them over \$1 million per year), SHIBA HelpLine has a bigger job to do than ever. While the service traditionally targeted pre-retirees, retirees and Medicare beneficiaries, the program has expanded to serve people of all ages. Radical changes in health care are increasing younger consumers' need for education and advocacy.

As we pave the way to meet the latest challenges facing all health insurance consumers and reach deeper into our communities, we'll be helping more people than ever. This means more and varied opportunities for volunteers than ever.

## BE PART OF A WINNING CONSUMER PROTECTION TEAM

**YOU** can help! Get and give the education, advice and referrals needed to make informed choices about health insurance. Sometimes the assistance you give can be potentially life-saving.

If you're interested, use the form at right to apply.

## VOLUNTEER APPLICATION

# I want to be a SHIBA volunteer! What now?

If you think you may want to be a SHIBA volunteer, fill out the form below and mail it to the address on the back. Or call 1-800-39-SHIBA for the address and phone number of the unit nearest you. Make an appointment at the local unit for an interview and orientation session.

Last Name \_\_\_\_\_ First Name \_\_\_\_\_ M.I. \_\_\_\_\_  
Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
County \_\_\_\_\_ E-mail address \_\_\_\_\_  
Phone Number \_\_\_\_\_ best time to call: \_\_\_\_\_ day \_\_\_\_\_ evening

Statewide Health Insurance Benefits Advisors (SHIBA) HelpLine provides health insurance information via volunteers who are not professionals in the field but are trained by the state Insurance Commissioner's Office; and are acting in good faith, without selling, recommending or endorsing any specific insurance product, agent or company.

**I am not currently affiliated with any insurance company or agency in any way.**

\_\_\_\_\_  
*Signature*

Statewide Health Insurance Benefits Advisors (SHIBA) HelpLine ensures the confidentiality of each client.  
**I pledge to keep the details of each counseling session confidential.**

\_\_\_\_\_  
*Signature*

Will you attend 30 hours of basic training, plus regular supplemental training? YES ☐ NO ☐  
Will you fill out the paperwork required of a SHIBA volunteer on a regular basis? YES ☐ NO ☐  
Is there a special skill or area of knowledge/experience that you hope to apply? YES ☐ NO ☐

**Topics and/or populations in which I can/would like to specialize:** (CHECK ALL THAT APPLY)

\_\_\_\_ "Traditional" SHIBA (Retirees/Seniors/Medicare beneficiaries) \_\_\_\_ ALL AGES/Individual Market/Under-65

### SPECIALTY VOLUNTEER ROLES:

☐ Public Speaking ☐ Administrative ☐ Bills/Forms ☐ Counseling  
☐ Medical Bills/Forms ☐ Research ☐ Advocacy/Appeals ☐ Computer/Web

### SPECIALTY TOPICS:

☐ Long-Term Care ☐ Fraud/Abuse ☐ Medicaid ☐ Basic Health Plan  
☐ Disability/Disease ☐ General ☐ Specific \_\_\_\_\_

### SPECIALTY CLIENT GROUPS:

☐ Professional groups—e.g. teachers, military, Boeing, veterans (specify): \_\_\_\_\_  
☐ Rural ☐ Low-Income/uninsured ☐ Seniors/Medicare Beneficiaries ☐ Pre-retirement  
☐ Disability/Disease Group(s)(specify): \_\_\_\_\_  
☐ Multicultural / English as Second Language (specify language(s) and/or culture(s)): \_\_\_\_\_

☐ OTHER: \_\_\_\_\_

**Mail to:** New Volunteer Applications, SHIBA HelpLine, 810 Third Avenue, Seattle, WA 98104-1615